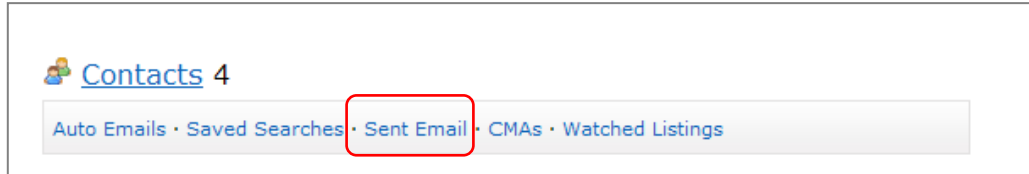



Definition: MRMLS Matrix keeps a history of **Direct Email** and **Auto Email** and sent **CMAs** that are sent to your Matrix contact. It allows you know if your client has viewed the information you sent them through MRMLS Matrix.

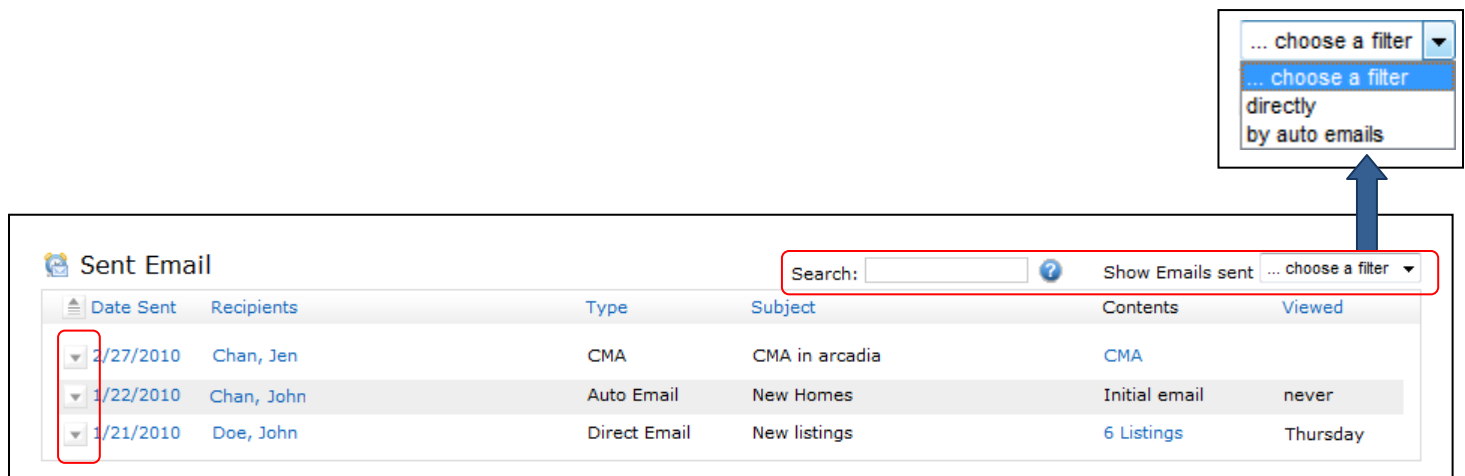
Step 1: To view that Email History go to **My Matrix** tab under **Contacts** click on the link for **Sent Email**.



Step 2: In the Sent Email page, you can view Auto Emails, CMAs and Direct Email history information sent to your client. You have the ability to filter information by sorting Direct or Auto Email by using the Search or Filter menu. To find detail information click on the **Triangle**  icon next to the Date sent column.

Note: below are different **Types** of information that can be sent through MRMLS Matrix.

- **Direct Email &CMA** allows you to click the number of listings or CMA under the **Contents** column next to viewed listings.
- **Auto Emails** allow you to click on the Date or Triangle  link to modify the actions for Auto-Email: **Settings, Revise, Full Search, Open in Portal, and Delete Auto Email.**



A screenshot of the 'Sent Email' page. At the top right, there is a search bar and a 'Show Emails sent' dropdown menu. The dropdown menu is open, showing options: '... choose a filter', '... choose a filter', 'directly', and 'by auto emails'. A blue arrow points from the 'by auto emails' option down to the 'Show Emails sent' dropdown. Below this is a table with columns: Date Sent, Recipients, Type, Subject, Contents, and Viewed. The first three rows of the table are highlighted with a red box. The first row has a downward arrow icon next to the date '2/27/2010'. The second row has a downward arrow icon next to the date '1/22/2010'. The third row has a downward arrow icon next to the date '1/21/2010'.

| Date Sent | Recipients | Type | Subject | Contents | Viewed |
|-----------|------------|--------------|----------------|---------------|----------|
| 2/27/2010 | Chan, Jen | CMA | CMA in arcadia | CMA | |
| 1/22/2010 | Chan, John | Auto Email | New Homes | Initial email | never |
| 1/21/2010 | Doe, John | Direct Email | New listings | 6 Listings | Thursday |

Step 3: After you have expanded the Email history; the **Viewed** column will let you know the date if your client has opened your email sent by MRMLS Matrix.

Note: If you sent an Auto Email to your client a status of **Waiting Activation** maybe listed. This means that your client has not opened your Auto Email. After your client clicks on the viewed listings link in their Email, the system will continue to send listings

Step 4: Click the **Open Portal** button, to view your clients Favorite, Possible, and Discarded Listings.

| Date Sent | Recipients | Type | Subject | Contents | Viewed | | | | | | | | | | |
|---|------------------|--------------|------------------|------------------|--------|---------|------------------|-------------|------|--------|--------------------|-----------|-----------|-------|---|
| 2/16/2010 | Borgan, Jane | Direct Email | Temecula listing | 1 Listing | never | | | | | | | | | | |
| <p>To: Borgan, Jane Subject: Temecula listing</p> <p>Jane Borgan MRMLS, Inc. Systems Trainer mailto:jane@imrmls</p> <p>Open in Portal</p> | | | | | | | | | | | | | | | |
| 12/2/2009 | Borgan, Jane | Auto Email | Chino Hills | 5 New, 0 Updated | never | | | | | | | | | | |
| <p>To: Borgan, Jane</p> <table border="1"> <thead> <tr> <th>Subject</th> <th>Last Portal View</th> <th>My Last Run</th> <th>Code</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>Chino Hills</td> <td>12/1/2009</td> <td>8/25/2009</td> <td>76868</td> <td>✓</td> </tr> </tbody> </table> <p>Settings Revise Full Search Open in Portal Delete Auto Email</p> <p>Description: Chino Hills Status is 'Active' Type is 'Single Family Residence' Structure Attached? is 'Detached' Area is '682 - Chino Hills' Ordered by Status, Area, Selling Price, List Price</p> | | | | | | Subject | Last Portal View | My Last Run | Code | Status | Chino Hills | 12/1/2009 | 8/25/2009 | 76868 | ✓ |
| Subject | Last Portal View | My Last Run | Code | Status | | | | | | | | | | | |
| Chino Hills | 12/1/2009 | 8/25/2009 | 76868 | ✓ | | | | | | | | | | | |